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ABSTRACT

Dayspring AIDS support services (DASS), a New England-based health organization, like many service organizations that rely on part-time and volunteer help, lacked the funds needed to improve and/or renew part-time staff and volunteer knowledge and skills. This paper describes an innovative way in which the professional development needs of DASS's volunteers were met through the implementation of a Buddy Training Program. The Buddy program provides direct support services, by specially trained DASS volunteers, in the form of social interaction and emotional support to persons living with HIV/AIDS. Developing a training handbook for these volunteers involved researching the needs of people living with HIV/AIDS, as well as culling information from other volunteer training programs. Care was taken to ensure that current volunteers in the Buddy program and administrators at DASS were included in the development of the handbook. The handbook itself appears in its entirety and includes a mission statement; a description of the Buddy Program; sample contracts and forms, such as a confidentiality agreement; expectations for clients and volunteers; and policies and procedures regarding issues concerning suicide, intoxication, and transportation. A list of HIV\AIDS resources in Maine appears at the end. (RJM)

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DEVELOPMENT OF A B U D D Y PROGRAM HANDBOOK FOR

DAYSPRING AIDS SUPPORT SERVICES (DASS)
part of the HealthReach Network

32 Winthrop Street
Augusta, Maine 04430
207-626-3435

by

Dr. Norma M. McKinnon
DASS Volunteer

A proposed Buddy Training Manual presented to Volunteer Director, Kim Erdman, of Dayspring AIDS Support Services for use by buddies, clients, and staff of DASS's emerging Buddy Program.

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ABSTRACT

This document addresses the process used to develop an AIDS/HIV Buddy Training Handbook for use at Dayspring AIDS Support Services, a part of the HealthReach Network of New England, by the staff and volunteers of the Buddy Program. The resultant handbook is included in its entirety for use, and improvement, by other educators and those providing support to people living with AIDS/HIV.

INTRODUCTION

Dayspring AIDS Support Services (DASS), a part of the HealthReach Network of New England, has employed many individuals as part-time and full-time staff and volunteers over the years. These individuals have been integral to DASS's successful AIDS support services, which provides an AIDS/HIV case management and prevention education program.

However, the volunteers generally have not enjoyed the considerations and training afforded their staff counterparts, despite the twenty-hour general orientation provided. This situation has fostered a less than satisfactory volunteer retention level and an "inequality perception" within the staff-volunteer pecking order. Combining this with the lack of wages and fringe benefits provided volunteers, this creates difficulties in recruiting and retaining excellent, knowledgeable, and adequately prepared workers.

The HealthReach administration, and, specifically, the DASS Volunteer Director, have discovered, as have many community agency administrators, that with the constant increase in the utilization of part-time employees and volunteers in community service agencies, it has become more evident that their development is an integral part of the success of these agencies. Unfortunately, the cost of inservice training for these individuals is prohibitive. Part-timers and volunteers usually come to service agencies with competence in their area of expertise, but deficient in the professional skills necessary for the service position.

DASS faces an age-old problem, the need for improvement and/or renewal of part-time staff and volunteer knowledge and skills, and the agency's lack of funding and/or commitment to support it. The professional development needs of full-time staff is also a concern at DASS, but this paper will focus on the professional development needs of DASS's volunteers, specifically as it relates the its initial forays in implementing the Buddy Training Program.

The mission of the **BUDDY** program is to provide direct support services by specially trained DASS volunteers, in the form of social interaction and emotional support, to persons living with HIV/AIDS, and to their significant others. Program volunteers and staff are dedicated to improving the quality

of life for people with HIV/AIDS and increasing compassion for them and their loved ones by providing vital human services based on a philosophy of non-judgmental support. The Buddy program serves as an adjunct to other realms of health care. DASS and its volunteers, in cooperation with an affiliated agency's staff, strive to dispel negative attitudes about the disease and to promote the positive well-being of those infected and affected by HIV/AIDS through the provision of support and companionship, including home and hospital visits and telephone calls.

The Process

The resultant Buddy Program Handbook is the partial outcome of the work completed by the original DASS POD. The **POD** was a small support group, in this case, of nine members, who had been serving in the roles of Buddies to DASS clients living with AIDS/HIV. All members had completed the initial general DASS orientation and consisted of the following members (self-described): a mental health professional, two female impersonators, the grandmother of a gay DASS volunteer, a social worker, a bisexual female college student, and a doctorally-prepared educator. The POD was facilitated by an experienced Buddy or Advocate, also a social worker. The DASS Volunteer Director served on the committee as well. The POD, established for the purpose of training/education on a quarterly basis geared to individual POD needs as assessed by the facilitator, was deemed the appropriate group to approve the Buddy Handbook which was to be developed by a DASS volunteer, also a POD member.

The process utilized to develop the handbook was neither complex nor original. The author gleaned information on Buddy programs for people living with AIDS/HIV from the internet, appropriate magazines and journals, and local AIDS/HIV programs. One fully developed program was identified as that belonging to the Los Angeles AIDS action group. Even with its highly-praised program, however, only a minute amount of information was provided the

internet researcher. Thankfully, Merrymeeting AIDS Support Services (MASS), located in Brunswick, Maine proved a rich source of information by way of handouts used to train volunteer and staff members enrolling in their Buddy program.

The first draft of the Buddy handbook, developed by this author, was reviewed by the DASS Volunteer Director who made minor grammatical corrections and recommendations for adding a list of AIDS/HIV resources available in the state. The Director provided the information and it was added as pages twenty through twenty-four in the final section of the manual. After the handbook was revised, the second draft was given to the members of the POD by the author at the next scheduled group meeting. The members were given one month to make suggestions for revisions. Each member took the task seriously, acknowledging the importance of the program's mission, rules and regulations. Not surprisingly, they were well-versed on the current and past litigation issues surrounding "confidentiality" as it relates to persons living with AIDS/HIV and an extensive discussion ensued.

At the following POD meeting, members made a few suggestions for substantive changes in the mission statement and the guidelines for POD members. Other suggestions for change involved semantic revisions. The most intriguing debate, involving the mission statement, was whether a Buddy could consider herself or himself to be a "care taker." It was decided that the support provided clients was primarily "emotional" and "social" in nature, with the express awareness that "physical," "spiritual," and "psychological," support was sometimes given. It was because of the liability issues surrounding the care of persons living with AIDS/HIV, that members shied away from incorporating these three latter aspects of support. It was for the same reason that the majority of members preferred not to use the term "care giver," choosing instead to label the assistance provided by the Buddy as "support."

The author made the requested revisions in the document, but only if the majority of the POD agreed. The third draft was returned to the DASS

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Volunteer Director one week later for further appraisal. She shared the draft with other DASS staff and made a commitment to add missing pieces of the manual, such as a copy of the letter she routinely sent to potential Buddy volunteers and a copy of the HealthReach transportation policy. Other than including these few pieces, the handbook was complete and ready for implementation, having already been adopted by the POD. It was understood by everyone involved that time was needed to work through glitches that would ultimately surface during program implementation.

Overall, the group was proud of their efforts to upgrade and formalize the Buddy program at DASS. Unfortunately, shortly after the handbook was to be bound and distributed, the Volunteer Director, a member of the Peace Corps, left the agency. The handbook is being used as a guide for volunteers and staff, but it has not as yet evolved from its draft status. It is hoped that the administration will follow through on their commitment to formalize the program, but if not, even in its preemie-form, the Buddy Program Handbook, developed in the summer of 1997, is a powerful addition to the program. A copy of the subsequent product follows. It is believed that it will be extremely helpful to individuals or groups responsible for beginning or upgrading a Buddy program, and ideally, a motivated individual will take this work-in-progress, with the author's compliments, and thoughtfully push the project toward excellence.

Dayspring AIDS Support Services

a part of the HealthReach Network

PROPOSED

B U D D Y PROGRAM

HANDBOOK

-

for

DAYSPRING AIDS SUPPORT SERVICES (DASS)

HEALTHREACH NETWORK

32 Winthrop Street
Augusta, Maine 04430
207-626-3435

Submitted by Dr. Norma McKinnon
Dayspring Volunteer

June 1997

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Dayspring AIDS Support Services

a part of the HealthReach Network

HealthReach NETWORK

DAYSPRING AIDS SUPPORT SERVICES (DASS)

Introduction

Dayspring is HealthReach's **AIDS/HIV** case management and prevention education program. It provides its clients with assessment services, develops plans of care, and helps coordinate, monitor and evaluate those persons affected by **HIV**. Services are available for persons who are **HIV** -positive or living with **AIDS**, their families, and significant others. **DASS's** case managers act as advocates to ensure that clients receive the health care and community services, as well as the group counseling and support they need to help them understand and cope with **HIV**. **DASS** offers the **BUDDY PROGRAM**, which is organized by Merrymeeting AIDS Support Services for clients of **DASS**. The **BUDDY PROGRAM** trains volunteers to provide vital social interaction and emotional support to persons with **HIV/AIDS** and also to care-givers, family members, spouses and others affected by the disease. Finally, **DASS** staff and volunteers participate in community activities designed to increase awareness about **HIV/AIDS**. **DASS's** prevention education specialists offers presentations and workshops for area businesses, civic groups and school districts. All **DASS** services are strictly confidential.

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DAYSPRING AIDS SUPPORT SERVICES (DASS)

MISSION STATEMENT

The purpose of the **BUDDY** program is to provide direct support services by specially trained **DASS** volunteers, in the form of social interaction and emotional support, to persons living with HIV/AIDS, and to their significant others. Program volunteers and staff are dedicated to improving the quality of life for people with HIV/AIDS and increasing compassion for them and their loved ones by providing vital human services based on a philosophy of nonjudgemental support. The **BUDDY** program serves as an adjunct to other realms of health care. **DASS** and its volunteers, in cooperation with **MASS** staff, strive to dispel negative attitudes about the disease and to promote the positive well-being of those infected and affected by HIV/AIDS through the provision of support and companionship, including home and hospital visits and telephone calls.

DAYSPRING AIDS SUPPORT SERVICES (DASS)

WHAT IS THE BUDDY PROGRAM?

The **BUDDY** program offered at **DASS** is organized under the auspices of Merrymeeting AIDS Support Services (**MASS**) located in Brunswick, Maine. To participate in the program, a volunteer must complete a twenty hour training program provided by **DASS/MASS**, and must also fill out an application and be interviewed. The training program is the only **BUDDY** training offered in the state of Maine, and is offered twice each year at **DASS**, and several other times throughout the year in different parts of the State, at no cost to volunteers. Participants who successfully complete the program are awarded a Certificate of Achievement.

After successfully completing training, Buddies are assigned to small support groups, referred to as **PODS**. **PODS** are facilitated by members of the mental health profession, clergy, social workers, or educators, and may be co-facilitated by experienced Buddies (Advocates). It is required that Buddies attend all **POD** meetings. Two meetings per year may be excused with prior approval by a facilitator. On-going training/education on a quarterly basis, geared to individual **POD** needs as assessed by facilitator, will be documented and approved by the Program Coordinator. The **BUDDY** Program provides volunteers with training in listening without judgement, specific communication skills, bereavement awareness and insight, current information on HIV/AIDS, and substance abuse.

Currently **PODS** are located in Augusta, Bath, Portland, Waterville, Lewiston, Farmington, Rockland, Bangor, and Ellsworth. The Bangor, Ellsworth and Rockland **PODs** are supported by Eastern Maine AIDS Network, DownEast AIDS Network and Waldo-Knox AIDS Coalition, and the Augusta **POD** is supported by **DASS**.

Buddies spend at least two to five hours weekly in communication with the Client. A Buddy provides emotional and social support to his/her Client based on the core values of respect, compassion, honest communication, and unconditional love. Each individual and each relationship are different. The founders of the **BUDDY** program considers it vital to, and necessary for staff and volunteers to respect these differences while adhering to the guidelines of the program.

When a Client is identified, s/he will be interviewed by the Program Coordinator or his/her designee, who determines a suitable Buddy. Clients are asked to sign a release form allowing **DASS** staff and volunteers to speak with any care-giver (physician, case manager, etc.) that the Client names on the form. Confidentiality and reporting policies are explained to the Client by the Buddy and the Facilitator. All matches will

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be evaluated after six to eight weeks to ensure comfort and satisfaction in the relationship. Assuming the match is successful, it may continue indefinitely. Volunteers commit to one year with the option to renew each year. At the end of the year's commitment, the volunteer meets with the Facilitator to review participation. Clients will also be contacted by **DASS** staff to review the relationship. In the event of the Client's death, the Buddy will meet with the Facilitator and/or other **DASS** staff to ensure time for processing within the **POD** and also for time to reflect and consider doing this work again, different work within **DASS** or leaving the Program. It is considered essential for volunteers to have time and support for personal reflection and grief work, to ensure optimum service to the Clients and its volunteers.

Certain boundaries are maintained within the Buddy/Client relationship by **DASS** and if violated may result in termination, such as: illegal drug use; alcohol abuse; sexual relations between Buddy and Client; and any actions that may endanger Buddy, Client or others.

Buddies provide a relationship where Clients can expect compassion, respect, and support. This program serves an identified need for emotional and social support of Persons living with HIV/AIDS. Studies, such as those conducted by the AIDS Project Los Angeles (APLA), have shown that people who are supported emotionally have less stress and stronger immunity. "What makes Buddy volunteers so special is their ability to provide support by listening. One of the greatest gifts they can provide is their presence - sitting quietly with the patient, talking or listening" (APLA Optimist Newsletter, Spring 1996). Individuals who are interested in becoming a **DASS** Buddy, are encouraged to call **DASS's** Volunteer Director at (207) 626-3435. Without a doubt, the
BUDDY Program positively impacts the Clients' quality of life.

DAYSPRING AIDS SUPPORT SERVICES (DASS)

What Is Like To Be A Buddy?

Buddies come from all facets of life and their reasons for volunteering to be Buddies to persons living with HIV/AIDS are often as diverse as the individuals are themselvers. Along with others in the Augusta POD, we have a Buddy who is a grandmother, a Buddy who is a doctor, one who is a female impersonator and another who is a university student. Despite the diversity of the groups characteristics, their comments about the Buddy program exhibit a common theme that attests to the Buddy Program's positive impact on the quality of life of persons living with HIV/AIDS. Following is a sampling of thoughts about the Program expressed by DASS Buddies at a monthly POD meeting:

"I feel as if I'm finally doing some real-life, genuine, hands-on service instead of simply teaching theory or talking about a professional's responsibility to serve those in need." (N. McKinnon)

"I feel a special bond with my Client, and although I have only been his Buddy for a little over a month, I know that our relationship is making his life richer." (N. McKinnon)

ADD ADDITIONAL BUDDY COMMENTS HERE!

DAYSPRING AIDS SUPPORT SERVICES (DASS)

GUIDELINES FOR POD MEMBERS

1. Take full responsibility for your own journey. Others can guide and support you, but only you can find your own truth.

2. Take your share of responsibility for the effectiveness and health of the group. This means helping to keep the group focused on its task and paying attention to the group process to be certain that the task does not get done at the cost of healthy relationships within the group.

3. Honor your own process and that of others. Let it be okay for members to be in different places and to see different truths. We are all like the proverbial blind people, each touching, respectively, a different part of the elephant and trying to describe the whole animal.

4. Try to be mindful of others' likely reactions. This does not mean avoid conflict. It means remembering to reassure others of one's respect, regard, or even affection when sharing a perspective that another may take as hostile to their own stance. If you feel hurt or crazy or angry in response to what someone else says or does, tell them directly and with as much empathy as possible. Use "I" statements. ("When you say..., I feel...").

5. Talk with one another, not just to the Facilitator. Help one another when you think someone needs comforting, reassurance, support, challenging, or encouragement.

6. Take responsibility for getting your needs met. Say what you want and need while being aware that you cannot always have everything you ask for (although asking certainly ups the odds of success).

7. All Buddies are equal. Bring your full wisdom to the group. Do not disempower yourself by waiting for someone else to know what you know or what you see. Often what we find missing in a group is what we alone could provide.

8. Take responsibility for being part of the group decision-making process.

9. Take responsibility for your own participation or non-participation. Do what fits for you and not what does not fit. Use your own creativity to tailor exercises or activities to your own style, priorities and needs. Ask for assistance from others when needed.

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10. Stay in touch with your deeper, wiser self to determine whether you should be in this particular group. If you believe you should, then be as present as possible. If not, go where your heart leads you.

11. Try to accept the possibility that you may not establish a Buddy relationship the first, second, or even third visit. Your greatest service is to just be there so that the client will know someone cares. You can be a loving beneficial presence. Simply, continuity is one of the most important gifts you have to offer.

12. When stepping forward to do this work, try to consider committing to the program rather than to an individual client. This way, if an assignment does not work out, you do not see yourself as a failure. Sometimes an assignment to a particular client is just not meant to be, but there is someone out there waiting for you.

13. Be hopeful in communications with your client, but not dishonest.

14. Up-date your Buddy Contract, Client Contract, Client Release Form and Confidentiality Agreement yearly with your POD Facilitator. These forms are provided in this handbook.

15. Each Buddy agrees to be receptive to feedback from Facilitator and DASS staff.

16. Remember, the DASS Volunteer Director and case-workers, along with POD members and Facilitator are always available if you have questions, concerns, doubts, or just need to talk.

DAYSPRING AIDS SUPPORT SERVICES (DASS)

BUDDY CONTRACT

1. Buddies shall maintain strict confidentiality concerning any information that could possibly identify any client or volunteer.

2. Buddy's commitment to the program is for a minimum of one year.

3. Each Buddy must be able to commit a certain number of hours per week (between two and ten with an average of five) to the client. Hours include drive time, phone calls, correspondence, visits and POD meetings. It is essential that you keep track of the time you invest in travel, visitation, telephone calls, etc. on the time-log provided in this handbook.

4. Each Buddy must attend monthly support group meetings. If a Buddy is unable to attend a meeting, s/he must call the group Facilitator before the meeting with an update. There is also a requirement to attend continuing education inservice sessions to be held quarterly.

5. Each Buddy is expected to call his/her assigned client within 48 hours of receiving the assignment and arrange a time to meet in a neutral location, such as a coffee shop.

6. Each Buddy will respect appointment times and places as agreed, keeping in mind the client's emotional vulnerability. Buddy's will change appointments only when absolutely necessary. If delayed, call your client immediately.

7. Set limits accordingly. Be clear as to when and where you can be called; how much time you can provide; and what support you are willing to provide. These limits can be relaxed as the relationship matures.

8. If unable to continue seeing a client because of vacation plans or illness, Buddies are requested to consult with the Facilitator to find a replacement, within the POD if possible, who will cover the client.

9. In choosing and assigning Buddies and in accepting clients, the Buddy Program does not discriminate on the basis of race, gender, sexual orientation, religion, age, national or linguistic background, income level, marital status, or HIV antibody status. Buddy's must refrain from imposing their own belief system on clients.

10. Upon the death of a client, a Buddy will not be assigned before three months has passed. No Buddy is expected to commit to a relationship during or directly after any major trauma in his/her life.

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11. Buddies shall not have sexual relations with their clients. If that situation occurs, the Buddy will be asked to leave the program and the client will be reassigned.

12. Situations involving substance abuse and/or suicide **must** be discussed both in POD meetings and with the Program Director.

13. Buddies and clients will not use illicit drugs together.

14. Buddies shall not give personal, direct financial assistance to clients.

15. It is recommended that Buddies not be their clients executors or powers of attorney or any other legal appointment or proxy over either person or property.

16. Buddies are not to accept substantial gifts or bequests from clients.

17. If the client moves, changes phone number, or dies, the Buddy should contact the Facilitator and/or **DASS** office.

18. Ascertain the following about your client: a friend's name and number; his/her doctor and the hospital usually used; and the case manager's name and number.

19. Do not feel that you must know all the answers or have a solution to every problem. It is okay, and in some cases encouraging, to say "I don't know" or "I will try to find out for you."

20. Do not become involved beyond your capabilities either physically, emotionally or in counseling the client.

21. Never smoke in a client's presence unless s/he smokes and invites you to do so.

22. Do not provide the client with food until checking his or her dietary restrictions.

23. Buddies should offer social and emotional support. Practical support, such as shopping, meal preparation, transportation, etc., is at the Buddy's discretion and availability. Minimal direct care such as bathing, may be performed at the discretion of the Buddy. Never perform medical procedures and always follow universal precautions to protect yourself when in contact with body fluids.

24. Buddies shall not attempt to provide medical advice or service to the client and shall refer all medical questions to medical professionals or case managers.

Volunteer's Signature:_____ **Date:**_____

DAYSPRING AIDS SUPPORT SERVICES (DASS)
CLIENT CONTRACT

The following guidelines are meant to help a person with HIV/AIDS understand the limitations and responsibilities of the Buddy Program:

1. Volunteers observe strictest confidentiality. Buddies discuss the relationship only with POD leaders and the POD (Buddy Support Group). Clients can be referred to on a first name basis within the POD. A Client who is paired with a Buddy is also asked to respect the Buddy's confidentiality.

2. Clients may request specific characteristics in a Buddy (example: gender, sexual orientation, age, etc.). The Program Coordinator and Facilitator will make every attempt to meet these requests. However, selection of the Buddy also depends on availability, geography, etc.

3. If a Client has a complaint concerning his/her Buddy, s/he is asked to contact the POD Facilitator, his/her Case Manager, or the Program Coordinator for a resolution of the problem. If the Client wishes to terminate the relationship for any reason, s/he need only call the Facilitator or Program Coordinator and does not need to confront the Buddy. If the Client wishes to be re-matched, s/he will be interviewed to determine why the previous match was unsuccessful.

4. It is the choice of the Client and Buddy as to the parameters of the relationship. However, the Buddy's role is one of friendship and social/emotional support. The Buddy is not a social worker, a taxi, nurse, lover, or caretaker, and is expected to spend approximately five hours a week with the Client. If a sexual relationship develops between Client and Buddy, the match will be discontinued.

5. Clients who are not receiving help for an active alcohol or other drub abuse problem will not be assigned a Buddy until s/he enters treatment. If the Client stops treatment and begins to engage in substance abuse while paired with a Buddy, the Buddy must report this to the Facilitator and the match will be discontinued until the Client is back in recovery.

6. Buddies are required to report threats of violence made by a Client against others.

7. Buddies are required to report any suicide threats or gestures made by the Client.

I have read the preceding contract and understand the guidelines of the Buddy Program.

Name: _____ Date: _____

DAYSPRING AIDS SUPPORT SERVICES (DASS)
CONFIDENTIALITY AGREEMENT

I, _____(print), hereby agree to the following conditions in regards to maintaining confidentiality while serving as a volunteer, employee, or consultant to DASS:

1. Confidentiality must be maintained to the greatest degree possible.

2. Confidentiality, however, cannot be maintained under the following circumstances:

   a. should someone receiving services from DASS be suicidal;
   b. should someone receiving services from DASS act in a manner thatjeopardizes their safety and health;
   c. should someone receiving services from DASS have their safety and healthy jeopardized by others;
   d. should someone receiving services from DASS behave in a manner that endangers the public health.

3. I understand that I should never use the name of anyone receiving services from DASS in any setting or in any manner except when meeting with, consulting, or reporting to a Coordinator, or Facilitator of DASS to whom I am responsible.

4. I understand that I should never use even the first name of anyone receiving services from DASS in any setting that is not private nor to anyone who is not a Coordinator, Facilitator, or other volunteer or employee of DASS working with the same person as me, or in my POD (Buddy support group).

5. I understand that any breech of confidentiality should mean immediate dismissal from my duties as a DASS volunteer provided a review by the Coordinator confirm that such a breech occurred.

6. Should I be an employee or consultant of DASS and breech someone's confidentiality, I will be subject to whatever action the DASS Board of Directors deems appropriate after a review of the alleged breech.

7. As a DASS volunteer, employee, or consultant, I must report any confidentiality breech to the Coordinator or Facilitator to whom I am directly responsible.

My signature attests that I understand all the terms listed above and that I agree to carry them out to the best of my ability:

Signature:_____ Date: _____
The terms of this Confidentiality Agreement were explained to the above person by:
Signature: _____ Date:_____

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DAYSPRING AIDS SUPPORT SERVICES (DASS)

CLIENT RELEASE FORM

I, _____ give my permission for the staff and/or the following volunteers:

_____

_____

_____

of Dayspring AIDS Support Services Buddy Program to contact the following people as needed to discuss my case:

_____

_____

_____

_____

Signed: _____
(Client)

Date: _____

Dayspring AIDS Support Services
32 Winthrop Street
Augusta, Maine 04330
207-626-3435

VOLUNTEER TIME SHEET

NAME:_____

ADDRESS:_____

PHONE:_____

Assignments/Duties for the Month(s) of:_____

Please record all volunteer activities you have completed for DASS. This information is VITAL for grant seeking and auditing purposes! Please help us get future funding by keeping close track of your hours. Please complete and return to the volunteer coordinator.

ASSIGNMENT (i.e. Fundraising, Staff Support, Advisory Committee, Client Support, Educational/Outreach, Miscellaneous)	DATE	HOURS (1/4 hour increments)

Signature:_____ Date:_____

DAYSPRING AIDS SUPPORT SERVICES (DASS)

Copy of Letter to Client

Dear Client:

We at DASS wish to take this opportunity to thank you for your interest in the Buddy Program. We want your experience with your Buddy to be the best it can be. Buddies are volunteers who commit to being there for you for a minimum of two to five hours per week. Their time and commitment, range of assistance, and resources vary widely.

Our Buddies can offer emotional, social and limited practical assistance. Social/emotional support may range from listening to the changes you are going through to going to dinner or a movie. The practical support is more limited and may include shopping and running errands. For accountability to the program, Buddies are required to attend a monthly support group (POD) and to report how much time they have spent with you.

Most of the Buddies are willing and anxious to help in whatever areas they can, but you need to let them know what they can do. We know it is sometimes difficult to ask for help, but if you don't ask, you may not get something they are perfectly willing to provide.

Below are a few important guidelines about which there are sometimes misunderstandings:

Our Buddies come in all shapes, sizes and colors and from all walks of life. Please be open to the diversity of our volunteers.

Our Buddies' sexual orientation and HIV status are confidential and we do not ask our volunteers to disclose either to us, though they may choose to do so.

We know that the first meeting can be "anxiety provoking" for both sides. Try to avoid making snap decisions about whether you can develop a relationship with your Buddy.

Be careful of unrealistic expectations - we wish we could promise you your new best friend, but we can't. Just as DASS cannot be all things to all people, neither can Buddies.

All outings are presumed to be "Dutch Treat," although there are exceptions. The Buddies are not to give or loan money.

Buddies are not attendants nor are they a taxi service. Please call your case manager for a resource or referral for these services.

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We are not a dating service. Sex between Buddy and Client is not allowed.

Please notify your Buddy (or have someone else call) if you should leave town, check into the hospital, or will not be reachable for an extended time. It can be very stressful for the Buddy when s/he loses track of your whereabouts.

We don't mean to sound like there are a lot of rules and restrictions to this relationship - there aren't. But it is important to keep in mind that this is a relationship - potentially intense, potentially helpful, and potentially very special.

Wishing you well,

Buddy Program Coordinator

DAYSPRING AIDS SUPPORT SERVICES (DASS)

Copy of Letter to Buddy

DAYSPRING AIDS SUPPORT SERVICES (DASS)

Suicide Policy

All members of Dayspring AIDS Support Services who are involved in emotional and social support must be alert and sensitive to the presence of suicidal thoughts, feelings and/or gestures on the part of those with whom we work.

The procedure to follow in dealing with a suicidal individual follows:

1. Report such issues to the DASS Buddy Program Coordinator, or DASS Director, who will assist you in contacting the appropriate person.

2. A staff person will contact the client by phone (if appropriate).

3. The staff will then take action (contacting the client's case manager, physician, therapist, etc.). The professional (not the volunteer) is responsible for assessing the seriousness of the situation.

4. The volunteer will be notified by a staff person concerning the status of the situation as soon as possible.

ATTENTION BUDDIES:

The Buddy relationship is extremely valuable and the staff and other client care-givers will value your input in developing a strategy for dealing with a suicidal person. At a designated time, you will have the opportunity to discuss with a staff person the process by which the decisions were made. In no way will the Buddy be expected to be involved in the on-going treatment of a suicidal person by the therapeutic team.

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DAYSPRING AIDS SUPPORT SERVICES (DASS)

Protocol For Managing Intoxicated Persons

The boundaries of responsibility when dealing with an intoxicated client are a necessity. As a member of the Buddy Program, there is sometimes a tendency to be overly responsible. It is important to remember that you did not participate in assisting your client in becoming intoxicated. Being in such a state is the client's problem and is only your responsibility temporarily. There is an excellent chance that the client has experienced intoxication prior to her/his association with DASS and there exists the fact that s/he will probably continue to become intoxicated while participating in the Buddy Program. Your responsibility as a Buddy is not to involve yourself in this kind of behavior. If it becomes a regular occurrence, then you may need to involve other helping professionals and remove yourself as the person's Buddy. One program policy is that we will not service clients who are actively abusing any substance until that person receives some level of recovery.

The goal in dealing with an intoxicated client in the moment is to diffuse any behavioral problems the client is presenting. The second goal is not to accept any responsibility for the client's problems. The third goal is to try to accomplish goal number one in an appropriate time frame, keeping in mind that the client is ultimately responsible for her/his own behavior.

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DAYSPRING AIDS SUPPORT SERVICES (DASS)

Transportation Policy

NEED HEALTHREACH TRANSPORTATION POLICY HERE.

Resources

MAINE HIV PREVENTION PROGRAM
STATE HOUSE STATION 11
AUGUSTA, MAINE 04330
(207) 287-3747

TOLL-FREE INFORMATION/SUPPORT

MAINE AIDS HOT LINE	(800) 851-AIDS	Confidential toll-free hotline for information and referrals
NATIONAL AIDS HOTLINE	(800) 342-AIDS	Confidential toll-free hotline for information and referrals
PROJECT INFORM TREATMENT LINE	(800) 822-7422	Confidential toll-free hotline for information and referrals
NATIONAL AIDS INFORMATION CLEARINGHOUSE (NAIC)	(800) 458-5231	Free educational materials, referrals for programs & services
TEENS & AIDS	(800) 622-HELP	Teen-oriented hot line sponsored by National Institute of Drug Abuse
AIDS TREATMENT SERVICE	(800) 448-0440	

COMMUNITY AIDS/HIV SERVICE PROVIDERS

AIDS LODGING HOUSE P.O. BOX 3820 Portland, ME 04101	(207) 874-1000	Living Quarters for People With AIDS/HIV
AIDS RESPONSE OF THE SEACOAST 147 CONGRESS STREET PORTSMOUTH, NH 03831	(603) 433-5377	Case Management, Support Groups, Education, Advocacy, Referrals
AIDS COALITION OF LEWISTON/AUBURN P.O. BOX 7977 LEWISTON, ME 04243-7977	(207) 786-4697	Community Education, Support Services
COMMUNITY AIDS AWARENESS PROGRAM c/o MEXICO CONG. CHURCH/UCC P.O. BOX 941 NAPLES, ME 04055	(207) 364-2616	AIDS Education
DAYSPRING 32 WINTHROP STREET AUGUSTA, ME 04330	(207) 626-3432	Case Management, Support Groups, Education, Advocacy, Referrals
DOWN EAST AIDS NETWORK 114 STATE STREET ELLSWORTH, ME 04605	(207) 667-3506	Education, Support Groups, Advocacy, Referrals, Case Management

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EASTERN MAINE AIDS NETWORK P.O. BOX 2038 263 STATE STREET BANGOR, ME 04401	(207) 990-3626	Case Management, Support Groups Education, Advocacy, Referrals, Confidential HIV Antibody Counseling and Testing
MAINE AIDS ALLIANCE 112 STATE STREET AUGUSTA, ME 04330	(207) 621-2924	Statewide Coalition representing AIDS organizations in Maine
MERRYMEETING AIDS SUPPORT SERVICES P.O. BOX 57 PORTLAND, ME 04101	(207) 725-4955	Education, Support Groups, Advocacy, Referrals, Buddy Training and Support
NAMES PROJECT/MAINE P.O. BOX 10248 PORTLAND, ME 04104	(207) 774-2198	Quilt workshops, information on Quilt Panels & Videos
OXFORD HILLS COMMUNITY AIDS NETWORK P.O. BOX 113 PARIS, ME 04271-0113	(207) 743-7451	HIV Education
PEABODY HOUSE 14 ORCHARD STREET PORTLAND, ME 04102	(207) 774-6281	Residence for People in Advanced Stages of HIV Disease
ST. JOHN VALLEY COMMUNITY AIDS TASK FORCE NORTHERN MAINE MEDICAL CENTER 143 E. MAIN STREET FORT KENT, ME 04743	(207) 834-3355	AIDS Information Clearinghouse, Education, Speakers, Support Services
THE AIDS PROJECT 22 MONUMENT SQUARE, 5th Fl PORTLAND, ME 04101 [AUBURN OFFICE]	(207) 774-6877 (207) 783-4301	Support Groups, Advocacy, Referrals, Education, Anonymous HIV Antibody Counseling and Testing, Case Management
WALDO/KNOX AIDS COALITION P.O. BOX 956 BELFAST, ME 04915	(207) 338-1427	Education, Advocacy, Referrals, Support

RELATED RESOURCES

AMERICAN RED CROSS 524 FOREST AVENUE PORTLAND, ME 04101	(207) 874-1192 [or call your local chapter]	Information About Antibody Testing, Blood Blood Transfusions, General AIDS Info, Work-place AIDS Education
BUREAU OF INSURANCE	(207) 582-8707	Information Regarding HIV Antibody Testing and Insurance
CLERGY	[Consult Phone Book for Local Resources]	
MAINE INTERFAITH COALITION ON AIDS THE MAINE COUNCIL OF CHURCHES 15 PLEASANT AVENUE PORTLAND, ME 04101	(207) 772-1918	Pastoral Handbook for The AIDS Crisis in Maine
DEPARTMENT OF EDUCATION STATE HOUSE STATION # 23 AUGUSTA, ME 04330	(207) 287-5926	Info on Model Policies for HIV in the Schools, AIDS Curricula, and AIDS Teaching Materials

DEPARTMENT OF HUMAN SERVICES [Consult Phone Book for Regional Phone Numbers]	(207) 287-3707	Medicaid, Food Stamps, Child and Adult Protective services
DRUG AND ALCOHOL INFORMATION CLEARINGHOUSE	(800) 322-5004	Education Material on Drug Addiction and Alcoholism, Referrals to Drug Treatment Programs
FAMILY PLANNING AND PLANNED PARENTHOOD AGENCIES		HIV Prevention Programs, Birth Control, Low-Cost Condoms, Sexuality Counseling and Testing
Family Planning Assoc. of Maine		
Aroostook Family Planning, Presque Isle	(207) 764-3721	
Augusta Family Planning, Augusta	(207) 626-3426	
Biddeford Planned Parenthood	(207) 282-6620	
Brunswick Planned Parenthood	(207) 725-8264	
Down East Health Services, Ellsworth	(207) 667-5304	
Kennebec Valley Family Planning, Waterville ...	(207) 873-2122	
Midcoast Family Planning, Rockland	(207) 594-2551	
Penguis Family Planning, Bangor	(207) 941-2836	
Planned Parenthood of Northern New England	(207) 874-1045 [Clinic] -1100 [Adm.]	
Sanford Planned Parenthood	(207) 324-9385	
Tri-County Family Planning, East Wilton ..... Lewiston	(207) 645-3764 (207) 795-4007	

NOTE: This is a partial listing agencies.
Consult your phone book or call Family Planning
Association of Maine, Augusta .. (207) 622-7524
Planned Parenthood of Northern New England .... (207) 874-1100

HOSPICE AGENCIES [Consult Your Local Telephone Directory or]
Maine Hospice Council ..... (207) 626-0651

MAINE CIVIL LIBERTIES UNION	(207) 744-5444	Legal Advocacy in Civil Rights and Discrimination Cases
MAINE HEMOPHILIA TREATMENT CENTER MAINE MEDICAL CENTER 22 BRAMHALL STREET PORTLAND, ME 04101	(207) 871-6160	Medical, Social, and Education Services for People with Hemophilia and Coagulation Disorders
MAINE HUMAN RIGHTS COMMISSION	(207) 624-6050	Legal Advocacy in Discrimination Cases
MAINE LESBIAN/GAY POLITICAL ALLIANCE P.O. BOX 232 HALLOWELL, ME 04347		Support and Advocacy for Gays & Lesbians

MENTAL HEALTH CENTERS [Consult Your Local Telephone Directory]

HIV/STD PROGRAMS (207) 287-3747 Public Health Policies and Guidelines,
STATE HOUSE, STATION # 11 Education and Training Referrals
AUGUSTA, ME 04333

OUTRIGHT Gay, Lesbian and Bi-Sexual Youth Support
P.O. BOX 5028, STATION A and Advocacy
PORTLAND, ME 04102-5028

OUTRIGHT/CENTRAL MAINE
P.O. BOX 802
AUBURN, ME 04212

PROFESSIONAL ORGANIZATIONS:

Maine Dental Association	(207) 287-7900
Maine Hospice Association	(207) 622-4794
Maine Medical Association	(207) 622-3374
Maine Osteopathic Association	(207) 623-1101
Maine State Nurses Association	(207) 622-1057

SEXUALLY TRANSMITTED DISEASE CLINICS Free Condoms, STD Screening and Education,
(See HIV Antibody Test Sites) HIV Antibody Counseling and Testing

SOCIAL SECURITY ADMINISTRATION Disabilities Coverage, Medicare

SUBSTANCE ABUSE TREATMENT [Consult Local Phone Directory]
PROGRAMS (207) 287-2595 Office of Substance Abuse
(800) 322-5004 Drug & Alcohol Clearinghouse

VOLUNTEER LAWYERS PROJECT (207) 774-4348

ANONYMOUS HIV ANTIBODY COUNSELING AND TESTING SITES

AUGUSTA:
Augusta Family Planning (207) 626-3426

BANGOR:
Bangor STD Clinic (207) 947-0700

BIDDEFORD:
York County STD Clinic (207) 282-1516

ELLSWORTH:
Down East Family Planning (207) 667-5304

LEWISTON:
The Clinic (207) 795-4019

ROCKLAND:
MidCoast Family Planning (207) 594-2551

PORTLAND:
The AIDS Project (207) 775-1267
(800) 851-AIDS

Portland STD Clinic (207) 874-8446

PRESQUE ISLE:
ACAP Family Planning (207) 764-3721

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AIDS CASE MANAGEMENT SERVICES

Case management services provide advocacy for coordination of services for people with AIDS, and HIV infection, and their families. The services may include acute care, home health, income assistance, mental health, transportation, alcohol and drug treatment, legal, and other services.

Cumberland, York Counties	(207) 774-6877	The AIDS Project
Androscoggin, Oxford Counties	(207) 774-6877 or 783-4301	
City of Portland Res. Only	(207) 874-8300 ext. 8785	Public Health Division AIDS Case Management Program
Franklin, Kennebec, Somerset, Lincoln, and Sagadahoc Counties	(207) 873-1127 or 626-3432	Dayspring
Washington, Hancock Counties	(207) 667-3506	Down East AIDS Network
Penobscot, Piscataquis and Aroostook Counties	(207) 990-3626	Eastern Maine AIDS Network
Waldo/Knox Counties	(207) 338-1427	Waldo/Knox AIDS Coalition
State-Level Contact	(207) 287-5060)	Tom Bancroft, AIDS Case Mgt. Coordinator Child & Family Services State House Station #11, Augusta, ME 04330

SUPPORT GROUPS

PLEASE CALL YOUR COMMUNITY AIDS/HIV SERVICE PROVIDER LISTED ON THE FIRST TWO PAGES OF THIS RESOURCE LIST FOR AN UP-TO-DATE LISTING OF SUPPORT GROUPS.